Allday PalmReader 1000

User Guide

Allday Time System Ltd
Lynchford House
Lynchford Lane
Farnborough
Hampshire
United Kingdom
GU14 6JD
Tel:- +44(0)1252 544457
Email:- sales@alldaytime.co.uk

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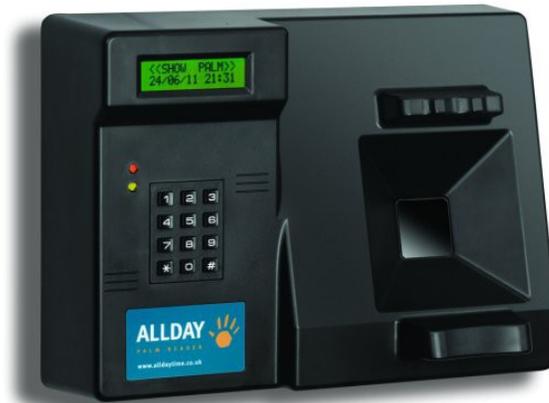
Registering users and Super users on the terminal.

The registration of a user or a Super User (SU) on the system can be done at any PalmReader terminal.

This process is very important to get right as the image that is registered during this process is used as a reference for future identification. For this reason it is important to explain the process fully to each new user explaining how to place the left and right hands and then the user is to be told to practice this for both hands until they feel comfortable with hand placement . The new user is to be told that they will be required to place and remove the left hand twice then place and remove the right hand twice.

This short education of the user will ensure that the user understands the process and will help to ensure that they accurately repeats the placement of the hand each time they come to use the terminal and will seriously lower the instance of bad reads.

If after the enrollment process a user is reporting that the PalmReader display often asks them to PLEASE TRY AGAIN or repeatedly they fail to be granted access then it is possible that the enrollment process should be repeated to get a better reference image for that user.

> Note you may see the following on the PalmReader display during the enrollment process
- **TOO FAR** this means the hand is not close enough to the scanner to be read
- **TOO NEAR CAMERA** this means the hand or part of the hand is too close to the scanner. The user may be pressing too hard.
- **PLACE PROPERLY !** This means that the scanner has detected that the hand may not be straight or presented in a correct orientation.

Proceed as follows to register a standard user.

1. Press and hold the # key on the keypad. The PalmReader display will change to

   <<SHOW SU HAND>>
   NOW

2. A previously registered Super User should now present either hand to the scanner.

3. If the Super User is successfully identified The display will show the following choices

   1.ENROLL 2.POWER
   3.NET   4.CLOCK

4. Select the 1 key on the keypad. The PalmReader display should change to

   1.Add Usr 2.Del
   3.MakeSuperUser

5. Select the 1 key on the keypad. The PalmReader display should change to

   Staff#

6. Now key in the new users unique staff number followed by the # key.
    This number can be a 3 to 12 digit number in the range of 001-999999999999

    For example user number 001 you should key in 001#

    (your site may be part of a multi site organisation so the actual available range you should use may be restricted. This should have been advised separately to you at time of installation and may be available from a separate reference source)

7. The PalmReader display will change to

    ENROLL LEFT
    PLACE YOUR HAND

8. At this point the new user should place their left hand **as practiced** on the scanner

9. If the hand is placed correctly The PalmReader display will show the following series of screens

ENROLL LEFT	ENROLL LEFT	ENROLL LEFT
DO NOT MOVE	SAVING DATA	REMOVE YOUR HAND

10. At this point the new user should remove their hand from the scanner

11. The PalmReader display will now show

    ENROLL LEFT
    PLACE YOUR HAND

12. At this point the new user should again place their left hand **as practiced** on the scanner

13. If the hand is placed correctly The PalmReader display will show

ENROLL LEFT	ENROLL LEFT	ENROLL LEFT
DO NOT MOVE	SAVING DATA	REMOVE YOUR HAND

14. Then the display will show

    ENROLL RIGHT
    PLACE YOUR HAND

15. At this point the new user should place their right hand **as practiced** on the scanner

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16. If the hand is placed correctly The PalmReader display will show

ENROLL RIGHT DO NOT MOVE	ENROLL RIGHT SAVING DATA	ENROLL RIGHT REMOVE YOUR HAND

17. The new user should remove their hand from the scanner

18. The PalmReader display will now show

ENROLL RIGHT
PLACE YOUR HAND

19. At this point the new user should again place their right hand **as practiced** on the scanner
20. If the hand is placed correctly The PalmReader display will show

ENROLL RIGHT DO NOT MOVE	ENROLL RIGHT SAVING DATA	ENROLL RIGHT REMOVE YOUR HAND

21. Then the display will show

ENROLL COMPLETED

22. The PalmReader display will now return to the main menu

23. To enroll further new users continue from item 4. above.

24. To exit the enrollment feature and return the PalmReader to normal operation select the * key

<u>Proceed as follows to register a Super User (SU)</u>

METHOD 1
Register the user as above for a standard user but at point 5. above make sure you enter a Super User number as supplied to you by your installation engineer.

METHOD 2
Register the user as above 1 to 24 for a standard user. Then do the following :-

25. Press and hold the # key on the keypad. The PalmReader display will change to

    <<SHOW SU HAND>>
    NOW

26. A previously registered Super User should now present either hand to the scanner.

27. If the Super User is successfully identified The display will show the following choices

    1.ENROLL 2.POWER
    3.NET   4.CLOCK

28. Select the 1 key on the keypad. The PalmReader display should change to
    1.Add Usr 2.Del
    3.MakeSuperUser

29. Select the 3 key on the keypad. The PalmReader display should change to

    Staff#

30. Key in the new Super Users unique staff number followed by the # key. The display will change to show

    SU SET

31. Leave the unit for a while and it will then return to top level menu. The user should now be a Super User and have full access to the system.

Super Users are users of the system who as well as being able to use the terminal as normal have the authority and training to add other users to the terminal, by use of the # key and system menu.

Proceed as follows to delete an employee from the terminal

Please note this action will not delete the employee palm record or templates from the software or other terminals in use.

32. Press and hold the # key on the keypad. The PalmReader display will change to

    <<SHOW SU HAND>>
    NOW

33. A previously registered Super User should now present either hand to the scanner.

34. If the Super User is successfully identified The display will show the following choices

    1.ENROLL 2.POWER
    3.NET   4.CLOCK

35. Select the 1 key on the keypad. The PalmReader display should change to
    1.Add Usr 2.Del
    3.MakeSuperUser

36. Select the 2 key on the keypad. The PalmReader display should change to

    Staff#

37. Key in the Users unique staff number followed by the # key. The display will change to show

    ENROLL ERASED

38. Leave the unit for a while and it will then return to top level menu. The user should now removed from this terminal.

Using PalmReader for Door Access

The PalmReader can be used as a door access reader terminal.
However the following points are to be noted.

1. The terminal will accept multiple access requests within the same minute from the same user. All of these records will be recorded.

2. A PalmReader terminal cannot operate a bell/sounder schedule while connected as a door controller.

3. If a Press to exit switch is used to trigger the terminal to open the door from the secure side to allow exit without the showing of the palm, the LCD display of the PalmReader will change to show **DOOR IS OPENED** when this switch is used.

To gain Entry access through the controlled door

Simply open your palm and place your hand lightly on the finger and wrist guides. Make sure that your hand is placed so that the sensor camera is looking at the middle of your palm. Do not press down hard.

If the reading is successful, your staff number and possibly your name will appear on the LCD screen. If you are using an external separate reader unit you should see a green LED light up on the reader casing indicating the read was successful. Also the terminal will release the door for a few seconds so that you can gain entry.

If your reading is not successful you will see the message "**Please Try Again**" on the screen, you should try again by removing your hand and replacing it again with a view to improving the alignment of your hand. You should try to align your hand the same way you did when you first registered it on the system.
If using the external reader and you see no green LED indication within 5 seconds you should remove your hand from the unit and replace it again with a view to improving the alignment of your hand. You should try to align your hand the same way you did when you first registered it on the system.

If you cannot remember how you alined your hand when you first registered it on the system and repeatedly get the "Please Try Again " message or no green LED indication on an external reader you will need to re-register your palm in the system.

<u>To gain Exit through the controlled door</u>

Several methods may be in use as listed below

1. If the door has an electric strike type of locking device then you may be able to simply use the door handle provided to gain exit.

2. If the door has a magnetic device holding the door shut then you may be provided with a Press to Exit switch that when pressed will for a few seconds allow the door to be opened. The PalmReader terminal screen will also display **DOOR IS OPENED** on its LCD display during these few seconds.

3. Alternatively you may have a second PalmReader terminal controlling exit through the door. If this is the case the method of exit will be the same as for the method of entry listed on previous page.

For Fire and emergency exit where no internal handle method is provided as item 1 above an emergency Break Glass to exit unit should be fitted. The Breaking of this glass on the front of the unit will allow the door to be freely opened at any time and so will not delay exiting staff in an emergency situation.

Keypad OneTouch Functions

The keypad of the PalmReader terminal can be used to access a variety of information and a limited set of functions. The available features and information are listed below.

Key 1.
Press key 1 to obtain the terminals software and Firmware version numbers
Display Line 1 = The software version will be displayed as BIOTERM v1.67 or higher.
Display Line 2 = The firmware version will be displayed as BioClock v1.9.30 or higher.
These numbers will change if your terminal is upgraded during routine servicing . And may be requested by your vendors support team.

Key 2.
Press key 2 to obtain the number of users enrolled and active in the terminal.
After about 1 second the number of active palms will be displayed on the LCD screen.
If there are 50 active users, it will display 100 active palms, since each user has 2 palms.

Key 3.
Press key 3 to obtain the Serial Number of your PalmReader terminal.
Every terminal has a unique serial number that cannot be changed.
This may be requested by your vendors support team.

Key 4.
Press key 4 to manually and immediately re-synchronizes the LCD displayed time with the internal real time clock. This function is for testing purposes.
You do not need to use this function in normal usage.

Key 5.
Press key 5 to "hard reset" the LCD display screen.

Use this function if the LCD screen gets corrupted or you see "japanese" characters on the LCD screen.
Such corruption can sometimes happen with lightning strikes, power surges and static discharges from your finger to the LCD screen. (if you touch the screen.)
Pressing this key will force the LCD screen to shutdown and restart afresh. This process will take about 3 seconds. If after pressing this key and the display is still corrupted, you may need to switch off power to the terminal, wait 5 seconds and then switch back on again.

Key 6.
Press key 6 to show the power status and input voltage.
If your terminal is currently powered by AC Mains, it will display AC.
If your terminal is currently powered by Battery, it will display BATT.

The LCD screen will also show the current voltage number supplied to the terminal.
This number is not the actual voltage but can be used by a PalmReader technician to calculated the actual input voltage.

Key 7.
If the main processing board is not powered up (as evidenced by the front Red Led not blinking),
pressing this key will immediately power up the main board and start the boot-up process.
If the main processing board is running (Red Led is blinking) , pressing key 7 has no effect.
However, holding down key 7 for 2 seconds will cause the PalmReader terminal software to restart.
This "soft reset" will take about 9 seconds.
You can perform this "soft reset" if the terminal is not working properly or you feel you want a fresh
start or after you have modified some configuration files.

If the PalmReader terminal is still not working properly after this "soft reset", you may want to restart
the whole terminal. To restart the whole terminal, you need to access the System Menu. Or if this is not
possible the power to the unit can be turned off but this should only be a last resort. As a restart will
take several minutes to perform using this meathod.

Key 8.
The larger the number of active users, the more time it will take on average to **identify** a person.
For this reason an additional feature is provided with the use of **Key 8** which is recommended should
there be in excess of 1000 palms on the unit, *a further option can be provided with the use of an RFID
reader fitted within the terminal for which provides for fast identification with very large palm
databases.*
This key is used for Limitation of the palm records to be searched against when employees use the
terminal. By pressing key 8 then the first 3 digits of an employees staff number the terminal can
quickly narrow the scope of the search from a possible 99,999 records to 100 and so significantly speed
up the recognition process.

Key 9.
Press key 9 to view the current IP address of the PalmReader terminal.
The current IP address will be displayed on the LCD screen.
This function is applicable if the terminal is networked either by wired Ethernet or wireless by wifi or
bluetooth.
If there is no network or networking is not working, the IP address will be displayed as 127.0.0.1.
If the terminal is connected to 2 networks at the same time, (for example wifi and bluetooth or wired
and wifi), both IP addresses will be shown on the LCD screen.
If the terminal is connected to 3 or more networks at the same time, only 2 IP addresses will be shown
due to limitation of the LCD screen.
The PalmReader terminal can connect to your network and obtain an IP address dynamically via DHCP
or the IP address can be set to a static one via the system menu option 3

Key 0
Pressing key 0 will light up the LCD screen.

Key *
The star key is normally used as a cancel or escape button.
For example, if you want to change the system time but change your mind, you can press the * key to
cancel. You can also press the * key to get out of the system menu or to cancel enrollment.

The star key can also be used to access the System Menu by password.
To access the system menu by password, hold down the star key until you are prompted for the system password. Key in today's System Password (which can be obtained from your vendor) and press #.

Key #
Pressing the # key will prompt you to place your Super User (SU) hand to access the System menu without any need for a password. (Firmware v1.9.33 and Software v1.68 and above).

In other areas the hash key is normally used as an OK button or as an ENTER button.
For example, after keying in a staff number or a password, you need to press the hash key to enter it.

<u>Using The System Menu</u>

Once you are able to access the System Menu, it will appear on the LCD screen as follows.

1.Enroll 2.Power
3.Net   4.Clock

To enroll new staff press 1.
and proceed as **<u>Registering users and Super users on the terminal.</u>**

To restart, start or shutdown the terminal, press 2.
 (this should not be needed during normal operations and should only be done under instruction from your vendors support team)

To set fixed or dynamic IP address for Ethernet, Wifi or Bluetooth, press 3.
(this should not be needed during normal operations and should only be done under instruction from your vendors support team)

To set the current date or time, press 4.
(this should not be needed during normal operations and should only be done under instruction from your vendors support team)

Follow all instructions from both the vendors support team and on the LCD screen.
To exit the Menu or any Sub Menu, press the * star key to enter any setting use the # key.

How to connect terminal to a Wifi network.

1. From main menu select key 3 NET the display should change to

   1.WiredIP 2.Wifi
   3.WifiIP   4.SvrIP

2. Next select key 2 Wifi
3. the screen will show **Wifi SSID List .**

4. Use Keys 2 and 8 to scroll through the list then select the correct SSID which will be the one on the lower line of the display . Select this network with the # key

5. At the password prompt screen Enter the numeric password for the network followed by the # key (currently only numeric passwords can be supported we suggest the use of WEP numeric setting at the network wifi router) Or if there is no password just press # key to enter the blank screen.

6. The network connection will then refresh. And the screen will return to top level of the menu.

7. A press of key 9 will show the new network connection (note it may be necessary to wait a minute before the connection is valid.) If after a minute the network is not shown with the press of key 9 then you may try a restart of the terminal using item 2.Power from main system menu.